Attorney Docket No.: 9400-60 (030399) PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Gary Marr
Serial No.: 10/685,190
Filed: October 14, 2003
For: METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR MONITORING PROGRESSION THROUGH A SERVICE ORDER PROCESS

Group Art Unit: 3623
Examiner: Nadia N. Chong Cruz
Confirmation No.: 4174

June 25, 2009

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

This paper is responsive to the Office Action mailed April 1, 2009 regarding the above-referenced patent application. Please amend this application as follows and reconsider the rejections of the claims for at least the reasons presented in the following remarks.

If any extension of time for the accompanying response or submission is required, Applicant requests that this be considered a petition therefor. The Commissioner is hereby authorized to charge any additional fee, which may be required, or credit any refund, to our Deposit Account No. 50-0220.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 8.